

Offered through the Association of Bay Area Governments Pooled Liability Assurance Network

ABAG PLAN Invites You and Your Staff to:

Workshop Announcement

Dealing with Conflict and Confrontation

“Interpersonal Communication Skills” is a discussion-based training seminar that begins with techniques to minimize conflict and build collaboration in meetings or in one-to-one communications. Learn how to become a good listener, negotiator, and trusted communicator. This valuable workshop will help develop collaborative workplaces by opening good communication between staff. Customer loyalty will climb as owners and directors learn how to present their messages effectively.

By the end of this session, participants will be able to become a good listener, negotiator, and trusted communicator.

Who should attend:

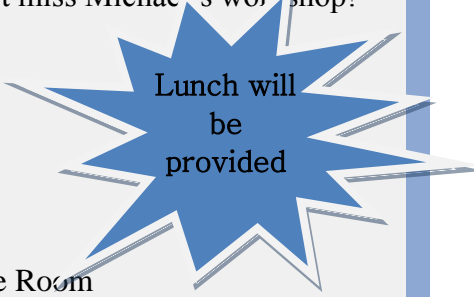
Managers, Directors, Supervisors, and Customer Service Staff

Presented by:

Michael Taylor, Recreation & Facilities Director and Risk Manager, City of Saratoga

About the Instructor:

Michael has worked for municipal agencies for over 30 years. He has authored five “Best Practices” books for the gymnastics industry, and given presentations, workshops, and seminars across the country on topics ranging from communication, effective meetings, time management, leadership skills, and supervision. He has also obtained his Risk Management Certifications ARM and ARM-PE. This seminar was recently presented at the 2016 PARMA Conference to a standing room only audience. Always engaging and entertaining don’t miss Michael’s workshop!



Lunch will
be
provided

DATE & Time:

June 14, 2016, 11:00 am – 1:00 pm

LOCATION:

San Carlos Library, 2nd floor Conference Room
610 Elm Street San Carlos, CA 94070

RESERVATIONS:

Please register directly at <http://plan.abag.ca.gov/training.html>